



12-09-04

AF/3677  
IFW

**PATENT**  
169-274

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT: Robert Berliner

CONFIRMATION NO. 6423

Examiner: Thomas Y. Ho

SERIAL NO.: 09/764,530

Art Unit: 3677

FILED: January 17, 2001

FOR: METHOD OF PROVIDING REPAIR  
INFORMATION AND DOING BUSINESS  
THEREON ON A GLOBAL COMPUTER  
NETWORK

---

**AMENDMENT**

---

**CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)**

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P. O. BOX 1450, Alexandria, VA. 22313.

Date: December 7, 2004

  
Jean Bove

865 South Figueroa Street, 29<sup>th</sup> Floor  
Los Angeles, California 90017-2576

Mail Stop AF  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313

Dear Sir:

In response to the Office Action of November 16, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 5 of this paper.